



Business.
Driven.
Technology.

United Technology Group (UTG) helped a healthcare company improve their business analytics and resolve communication challenges with Momentum Telcom Hosted Voice and Collaboration technology

- CLIENT:** WellStreet Urgent Care

- INDUSTRY:** Healthcare

- SIZE:** Mid-market, 350 employees

- LOCATIONS:** 16 across Metro Atlanta

- CHALLENGES:**
 - On premise Mitel phone system that was creating a single point of failure
 - Requirement for improved business analytics and reporting
 - Cost savings

Like many growing mid-market organizations, WellStreet Urgent Care was focused on implementing technology that would help them meet their demanding business objectives. But as telecommunication and customer satisfaction became bigger challenges, they knew they needed help. United Technology Group (UTG) was able to work with WellStreet to architect a Momentum Telcom Hosted Voice and collaboration solution that would not only help them address the challenges they were facing, but also provided business analytics that that could improve their customer experience in their day to day telecommunication requirements while saving them money.

...THEY WERE EXPERIENCING OUTAGES AND WERE UNABLE TO GAIN ANALYTICS WITH THEIR CURRENT TECHNOLOGY...

The situation, challenges, and needs

In an industry that has critical communication requirements for their clients, WellStreet's IT team found that they were spending too much time identifying and restoring telecommunication challenges between their ten locations. The Mitel system they had purchased was creating telecommunication stability issues, and because the reporting was not robust, discovering and remediating outage incidents were incredibly time consuming.

UTG was able to look at our existing system and understand the deficiencies. They worked on gathering all the details and put together an ROI on the new system. They engaged the Leadership Team of Momentum Telecom and collectively worked together to ensure our business needs were being addressed. Project Management time is invaluable for any projects but especially with a new phone system! UTG did a fantastic job managing the many moving pieces of this project. UTG has been our trusted IT Partner for several years now. They have always guided us in the right direction with our technology needs so we value their recommendations greatly.

United Technology Group's solution

After discussing their needs and challenges with key stakeholders, UTG recommended a telecommunication solution powered by Momentum Hosted Voice Cloud technology. In addition to eliminating their reliability challenges, UTG's solution would provide simplified support, broad analysis to report hold time, call abandon rates, and more. The cloud based system eliminated single point of failure and the updated system offered cost savings.

UTG'S SOLUTION WAS BUILT USING BEST-IN-CLASS MOMENTUM TELCOMM, HOSTED VOICE TECHNOLOGY AND WAS IMPLEMENTED BY THEIR WORLD CLASS PROFESSIONAL SERVICES TEAM.



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